



# OPERATIONAL POLICIES

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[www.sanantonio.gov/convfac](http://www.sanantonio.gov/convfac)

or call 1-877-504-8895

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## **1) Alcoholic Beverages**

Alcoholic beverages may be served within Convention Facilities during certain appropriate functions (dances, receptions, etc.). For functions within the Convention Center and Lila Cockrell Theater, the RK Group must handle service of alcohol for all catered functions, and ARAMARK must handle the sale (concessions) of all alcohol. For functions at the Municipal Auditorium, Spectrum Concessions must handle the service of alcohol.

The service or sale of alcohol to minors is prohibited by law.

At least one off-duty San Antonio Police Officer must be present at any function where alcohol is being served or sold. The exact number of officers will be determined by the SAPD Off-Duty Employment Unit. The SAPD ODEU must be contacted by the Lessee to make arrangements.

BYOB (Bring Your Own Bottle) functions are not permitted in the Convention Center, Lila Cockrell Theater or the Municipal Auditorium.

## **2) Animals**

With the exception of assistance dogs and animals participating in contracted events such as dog, cat or cattle shows, animals for the purpose of exhibition are not permitted in the Convention Center, the Lila Cockrell Theater or the Municipal Auditorium without prior written approval from the assigned Event Services Coordinator to the specific event.

When an approved display includes pens or enclosures containing live animals, the following minimal provisions must be made.

- A protective coating (i.e. plastic or visquine) must be used to protect floors, columns, and any Convention Facilities equipment.
- Some type of absorbent (i.e. saw dust or fire retardant wood shavings) must be placed within the pens and around columns.
- Curbing or bike rack must be provided to contain animals
- Animals must be supervised at all times
- Provide clean up and proper disposal of absorbents and waste

Additionally, in accordance with state and local Health Department guidelines, animals are not permitted within 50 feet of any food service preparation or service area. The only exception to this is the use of assistance dogs.

Please contact your Event Services Coordinator for preliminary consideration and further information.

## **3) Audio**

Room rental includes the use of one (1) wired microphone per meeting room or room combination, and one (1) wired paging microphone per exhibit hall or exhibit hall combination. Additional microphones, if available, will be charged to the Lessee's invoice at the contracted rate. A Convention Facilities audio technician must be on duty during all hours of an event when the facility's sound systems and / or equipment will be used. Regular hours of operation for facility audio technicians are 7:00am – 6:00pm, Monday through Friday. The Lessee will be billed for all overtime labor resulting from their use of house systems or equipment. Current overtime rates apply prior to 7:00am and after 6:00pm, Monday – Friday. Overtime rates also apply on weekends and City holidays. Any other A/V equipment (screens, projectors, etc.) should be obtained through an outside A/V contractor. Lessee may use any A/V contractor of their choice.

#### **4) *Automobiles***

Personally owned vehicles (POV's) may not be driven into the exhibit halls at any time. Vehicle parking in the exhibit halls is prohibited. The only exception to this policy is vehicles that are to be used as part of an exhibit (i.e. car shows).

Vehicles may be displayed in the exhibit halls with prior approval from the City of San Antonio Fire Marshal. See the Fire Regulations packet for vehicle-exhibition guidelines. It is the responsibility of the Lessee to ensure that exhibitors are aware of these rules.

#### **5) *Balloons***

Helium balloons are not allowed in any part of the Convention Facilities, either for display or for sale. For decoration purposes, air-filled balloons may be used. The Lessee is responsible for informing exhibitors of this policy. The Convention Facilities reserves the right to remove any helium-filled balloons at the Lessee's expense. Helium balloons are permitted in Lower Level of Municipal Auditorium.

#### **6) *Badge Recycling***

The Convention Facilities has several badge recycling bins where attendees may deposit their badges at the end of the event. This service is available upon request. Please contact your Events Services Coordinator for more information.

#### **7) *Badge/Door Monitors***

[See "Event Staff."](#)

#### **8) *Banners***

Event-related banners may be displayed in various locations inside and outside of the convention center and Lila Cockrell Theater with prior approval. Requests for banner locations must be submitted in writing to your Events Services Coordinator no later than 30 days prior to your event. The physical hanging / rigging of banners is a service that only by your general services contractor (decorator) or another qualified, facility approved source may provide. Please contact your Event Services Coordinator for more information.

Outdoor banners may not be at the Municipal Auditorium. To make indoor banner arrangements, contact the Municipal Auditorium Facility Manager at (210) 207-8515.

#### **9) *Box Office***

[See "Ticketing."](#)

#### **10) *Business Center Services***

The San Antonio Convention Facilities' exclusive service provider, [The UPS Store](#), provides all business center services. For more information on specific services and arrangements please call 210-258-8950.

#### **11) *Carpet Tape***

[See "Tape"](#)

#### **12) *Cascarones (Confetti Eggs)***

The use or display of cascarones (confetti eggs) is prohibited in the convention center, Lila Cockrell Theater and the Municipal Auditorium. The Lessee will be billed for the labor and materials required for clean up resulting from non-adherence to this policy.

#### **13) *Casino Functions***

Casino functions require the written authorization of the Convention Facilities' Director. Contact your Event Services Coordinator for information.

#### **14) Catering**

The RK, the Convention Center's exclusive caterer, must be used for all catered functions. Call (210) 225-4535 for specific information. In our exhibit halls, concession service is (210) 704-6150.

In the Municipal Auditorium, catering must be provided by one of the pre-approved caterers from the list distributed by the Booking Department or Municipal Auditorium. See [website](#) for more details.

#### **15) Chalkboard**

Chalkboards or a corkboard with chalkboard on one side can be provided by the Convention Center free of charge and dependent upon availability. The Lessee must make the appropriate arrangements through the Events Coordinator.

#### **16) Change-Overs**

Meeting rooms come with one free set-up per day. Additional set-ups or change-overs within the same day are charged at current equipment rates.

#### **17) Concessions**

The Convention Facilities' exclusive caterer, the RK Group, or concessionaire, Aramark, must provide food and beverage items sold or distributed during the event. Spectrum Concessions will act as concessionaire in the Municipal Auditorium. The Director of Convention Facilities must expressly approve any other arrangements in writing.

Food and beverage items are not permitted in the main house of the Lila Cockrell Theatre or Municipal Auditorium. For ticketed events, contact the Event Services Manager at (210) 207-5762.

#### **18) Confetti**

The use, display or throwing of confetti, glitter, or rice is prohibited within the convention center, Lila Cockrell Theater and the Municipal Auditorium. The Lessee will be billed for the labor and materials required for clean up resulting from non-adherence to this policy.

[Also see "Cascarones."](#)

#### **19) Crate Storage**

The Lessee's general services contractor (decorator) shall provide crate storage. Areas contracted by the Lessee may be used to store boxes and other equipment by approval of the Convention Facilities. Wooden crates are not allowed in the building without approval from the Fire Marshal. The Convention Facilities is in no way liable for any damage or theft.

#### **20) Damage**

Convention Facilities will not be responsible for any damage or injury that the Lessee or its agents, employees, servants, or property sustain from any cause prior to, during or subsequent to, the period covered by the lease; and the Lessee shall expressly release said Convention Facilities and the City of San Antonio from any and all claims for such loss, damage, or injury. The Lessee will indemnify, save and hold harmless San Antonio Convention Facilities and City of San Antonio from all actions or proceedings to recover damages for injuries to persons or property arising from the Lessee's occupancy of the leased premises or the Lessee's actions therein.

The Lessee agrees to pay for any damages to the leased premises resulting from the Lessee's use or occupancy thereof; or resulting from any acts or omissions,

intentional, negligent or accidental, whether said acts or omissions are those of the Lessee, its agents or employees, or persons participating in or attending the function contemplated by this lease.

Lessee should contact your Events Services Coordinator to schedule a pre-event and post-event walk through of all leased space in order to establish the condition of the leased space prior to and after the event.

The City of San Antonio shall not be liable to the Lessee for any damage, loss, or expense of any kind sustained by the Lessee as a result of vandalism or malicious mischief.

## **21) *Dance Floor***

Lessees may rent dance floors from the Convention Facilities Dept. Dance floors are available at current rates by the section (3'x3'), and are provided on a first come, first served basis, dependant upon availability. Dance floors may be used only on carpeted surfaces. Use of dance floors on concrete (exhibit halls & some walk ways), tiled (some common areas), or parquet (Ballrooms A & B) surfaces is prohibited. The dance floor will not be placed on risers and will not be used outdoors.

## **22) *Dances***

The services of uniformed off-duty police officers are required for all dances; the Lessee will pay for this service at the prevailing rate. The San Antonio Police Department Off-Duty Employment Unit will advise the number of officers required after arrangements are completed and the projected number of people to attend is determined. Contact that office at (210) 207-7020.

The Convention Facilities' exclusive caterer, the RK Group, or concessionaire, Aramark, must provide food and beverage items sold or distributed during the event. Spectrum Concessions will act as concessionaire in the Municipal Auditorium. Any other arrangements must be expressly approved in writing by the Director of Convention Facilities.

## **23) *Decals***

[See Stickers](#)

## **24) *Deposits***

Upon reaching an agreement, the Convention Facilities Department will issue a contract for the Lessee's signature. The lessee must sign and return the contract along with the required rental deposit by the due date in order to execute the contract. Contracts are not considered legally binding until signed by all parties AND timely receipt of required rental deposits by the Convention Facilities Dept. Contact the Booking & Services Division at 210-207-8500 for more details.

## **25) *Docks***

[See Loading Docks.](#)

## **26) *Draping***

No decorative or structural items may be hung from overhead beams, columns, handrails, utility pipes, exterior walls, or fences without prior approval in writing of the Convention Facilities or Municipal Auditorium. Items so attached without approval will be removed at expense of the Lessee.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet the requirements of flame-proofing and approved by the City Fire Marshal.

**27) Drayage**

The Convention Facilities and Municipal Auditorium will not accept freight shipments for the Lessee or its exhibitors. Freight must be consigned prepaid or billed to the Lessee's general services contractor (decorator) or delivered direct to the service contractor during the event. Shipments may not be made prior to the Lessee's contracted dates. Any attempts to deliver shipments will result in the shipment being turned away.

**28) Electricity**

San Antonio Convention Facilities does not provide electricity for exhibitors or the Lessee. A licensed electrical contractor from our approved list ([Harper Wood](#), [Edlen](#)) must be used to supply power to exhibit booths, equipment inside mobile facilities, etc. In meeting rooms where the standard outlet is not sufficient, it is the responsibility of the Lessee to procure electrical services through a licensed electrical contractor from the approved list.

**29) Elevators**

Adequate passenger and freight elevators, providing accessibility to all areas of the convention center, Lila Cockrell Theater and Municipal Auditorium are available. Under no circumstances shall freight be moved in a passenger elevator. Freight elevators are not to be used as a passenger elevator.

**30) Event Cancellation**

Should the Lessee choose to cancel an event, the notification must be submitted in writing to the Booking Coordinator.

Per Convention Facilities' lease agreements, should the Lessee decide to release all or any portion of their contracted space, the Lessee will forfeit all payments made on the released space, unless this space is re-booked to another party. Although the Convention Facilities Department will make every effort to re-book the released space, the Lessee understands that the Convention Facilities Department is under no obligation to re-book the released space.

Contact your Booking Coordinator for details of this policy.

**31) Event Personnel**

Rental fees do not include the costs of Audio/Visual technicians, off-duty policemen, and all other personnel required for the presentation of the event. Ticket takers, ushers, badge checkers, and T-shirted event staff must be hired as needed by the Lessee.

**32) Event Staff**

For the purpose of distinguishing between security personnel (an exclusive service provide the San Antonio Police Department's Off Duty Employment Unit ... [see "Security"](#)), The San Antonio Convention Facilities Dept., in cooperation with the SAPD Off Duty Employment Unit, has chosen to use the term "Event Staff" to describe personnel who may provide non-security related services. These services and functions include Badge Checkers, Door Monitors, Ushers, Ticket Takers and Meeting Room Monitors.

Currently, any Event Staffing services provider may provide these services, but are not permitted to physically handle event attendees.



### **33) Exclusive Services**

The following services are exclusive to Convention Facilities Dept. contractors.

- Business Center *(Services & Shipping)*      [Mail Boxes Etc.](#)  
210-258-8950
- Catering      -      [RK Group](#)  
210-225-4535
- Concessions / Novelties      -      [ARAMARK](#)  
210-207-8215
- Event Security      -      [San Antonio Police Dept](#)  
210-207-7020
- Telecommunications      -      [Smart City Networks](#)  
210-258-8900
- Utilities      -      [Edlen Electric](#)  
*(Electrical, Plumbing, Industrial Air)*      210-662-9450  
   [Harper Wood Electric](#)  
   210-223-2495

### **34) Exhibit Booth Furnishings**

The San Antonio Convention Facilities Dept. does not provide equipment or furniture (pipe & drape, tables, chairs, carpet, wastebaskets, etc...) for exhibitors' booth displays. The Lessee must make arrangements with a general services contractor (decorator) for these items.

### **35) Exhibit Booth Cleaning**

The San Antonio Convention Facilities Dept. does not provide exhibit booth cleaning services. The Lessee must make arrangements with their general services contractor (decorator) for this service.

### **36) Fire Marshal**

The Lessee must contact the Office of the Fire Marshal at (210) 207-3695 to find out if any arrangements should be made with the Fire Marshal for the contracted event. All exhibit layouts must be approved by the Fire Marshal. The Fire Marshal reserves the right to shut down an event summarily for safety purposes.

### **37) Floors**

Drip pans and scrap buckets should be provided by the Lessee for any type of operating machinery or materials of any kind being displayed, demonstrated, or sampled to prevent lubricants, paint, liquids, etc., from staining or damaging the floor and/or carpet causing a slipping hazard. Lessee will be billed for any damages incurred.

### **38) Floor Plans**

Exhibit layout plans must be submitted to the Convention Facilities or Municipal Auditorium Events Coordinator and to the City of San Antonio Fire Marshal for approval prior to distribution of printed floor plans to exhibitors. These plans must be submitted well in advance of an event but in no case less than 90 days prior to the event.

Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, fire alarm pull stations or concession stands. Displays shall not reduce the passageway to the main entrance.

Drapes or displays shall not obstruct the exit signs.

Changes to floor plans for meetings, dances, or banquets cannot be accepted less than 72 hours prior to an event. In some situations where a change is requested, the Lessee may incur additional labor charges.

### **39) Food & Beverage Policies**

San Antonio Convention Facilities has authority over all food services. [RK Group](#), as the exclusive caterer in the Convention Center, will provide services for banquets, buffets, receptions, and parties. [Aramark](#) will provide concessions in the exhibit halls and Lila Cockrell Theatre. Outside caterers and outside food and beverages are not allowed into the Convention Facilities or Municipal Auditorium. A vendor and approved caterer list is available through the Booking office, or through the Events Coordinator.

In the Municipal Auditorium, a caterer from the approved list must be used. Spectrum is the exclusive concessionaire of Municipal Auditorium.

The Lila Cockrell Theatre and Municipal Auditorium prohibit all food and drink items in the House areas. An additional fee may be determined by the Convention Facilities Director or the Event Services Coordinator for clean up of food and beverage in these areas.

### **40) Food Shows**

Lessee is responsible for making arrangements to provide exhibitors with food waste containers. The containers shall be accessible to exhibitors on a daily basis. A grease bucket and portable sinks must be provided for all grease disposal and exhibitor cleaning. These will be provided through the lessee's decorator or electrical contractor from the approved list. Food banks should be contacted to pick-up excess food left behind.

All food waste products shall be contained in plastic bags, tied and disposed of in the provided open dumpster. Food waste will be emptied on a daily basis.

### **41) Free Items**

Exhibitors may give away free items to event attendees, with the exception of firearms and other weapons. Food and beverage sample items have specific limitations; consult the Events Coordinator for more specific information. See [Give-Aways](#).

### **42) Garbage**

[See Trash Removal.](#)

### **43) Garden Displays**

Displays containing soil, humus, or similar materials must use a protective coating of plastic or visquine to protect the floor, carpet, and all Convention Facilities equipment. Curbing must be used to retain loose materials and to prevent leaks and water seepage.

### **44) General Services**

San Antonio Convention Facilities provides at no additional cost to the Lessee general room lighting, air conditioning or heat during meeting/show hours, once-daily cleaning of aisles and corridors, maintenance of restrooms and facility trash cans (catering and decorator waste baskets are not included), with all the necessary equipment, materials, supplies, labor, and supervision. Air conditioning/heating is provided during move-in/move-out days only at additional cost to the Lessee.

The Lessee shall be responsible for extra labor, such as sound technicians, at the prevailing overtime rate.

Not included in the basic rental are charges for special labor required to accomplish Lessee event set-up needs or operation of such items as special staging, supplemental lighting and sound, food or beverage distribution, and audio/visual equipment. The Lessee must provide the Events Coordinator with specific details of all set-up requirements well in advance, so that the set-up may be accomplished as efficiently as possible and set-up charges to the Lessee kept at an absolute minimum.

Minimum lighting (work lights) will be utilized during the move-in and move-out periods. Air conditioning and heating during move-in/move-out days must be expressly requested by the Lessee, at additional cost to be added to the final invoice. On show days, lights and power will be cut to a minimum level within a reasonable time after the event closes unless special arrangements have been made with the Events Coordinator. Escalators will be in operation only during show hours.

Any exception to these guidelines must have prior approval and if such waiver is granted, additional charges will apply where appropriate.

#### **45) Give-Aways**

Exhibitors may offer “free” give-aways at any time with the exception of firearms or other weapons. Food and drink items must be sample-sized. Check with the Events Coordinator to ensure adherence to regulations. [See Free Items](#) and [Raffles](#).

#### **46) Glitter**

The use, display or throwing of glitter, confetti or rice is prohibited within the convention center, Lila Cockrell Theater and the Municipal Auditorium. The Lessee will be billed for the labor and materials required for clean up resulting from non-adherence to this policy. Also see “[Cascarones](#),” “[Confetti](#)” and “[Rice](#).”

#### **47) Guard Services**

All security personnel (ticket takers, badge checkers, T-shirted security) are to be contracted by the Lessee. These personnel may not be used in lieu of San Antonio Off-Duty Police Officers for overnight security, load-in/load-out, public events, or functions where alcohol will be served. The Convention Facilities and Municipal Auditorium do not provide additional security guards for trade show or entertainment events. It is the responsibility of the Lessee to contact the Off-Duty Employment Unit at (210) 207-7020. See the Convention Facilities’ vendor list for security companies and telephone numbers.

#### **48) Handicapped Access**

The Lessee shall have the responsibility of complying with the Americans with Disabilities Act (ADA) of 1990 and shall ensure that all activities do comply with said Act during the term of the contract.

Convention Facilities provides handicapped unloading areas and will inform the Lessee of convenient routes when needed.

#### **49) Hanging**

Exhibit halls in the Henry B. Gonzalez Convention Center have specific approved hanging points for exhibitors and decorators. Banners may be hung on Convention Center exterior walls with approval from the Director of Convention Facilities and only from the approved hanging hooks.

Only items approved by Facility Manager and Convention Facilities Director may be hung on Municipal Auditorium interior or exterior walls. All materials used to hang items must be removed.

**50) Helium Balloons**

Helium balloons are not allowed in any indoor area of Convention Facilities, except the Lower Level of the Municipal Auditorium. [See Balloons.](#)

**51) Insurance**

A certificate of insurance is required on all events at least sixty (60) days prior to occupancy and shall meet requirements as specified in the contract.

Prior to entering the leased premises, the Lessee will deliver to Convention Facilities a Policy or Certificate of Insurance of Commercial (or Comprehensive) General Liability coverage, including Products and Completed Operations and Personal Injury coverage, issued by a company authorized to engage in the insurance business in the State of Texas. Said Policy or Certificate of Insurance will name the Convention Facilities or Municipal Auditorium and City of San Antonio as additional insured parties.

The required policy may be purchased through the City of San Antonio by contacting Convention Facilities' Booking Department.

The policy will provide for limits of liability, which shall not be less than \$1,000,000.00 with at \$2,000,000.00 aggregate Combined Single Limit in any one occurrence for injury or death to any person or injury or destruction of property.

The policy will require that the insurance company give Convention Facilities at least thirty (30) days advance written notice of any reduction or cancellation of the coverage during the term of this lease.

The Lessee will not occupy the leased premises or engage in any activity contemplated by the agreement at any time thereon, when the insurance policy hereby required is not in effect. The Lessee should contact the Booking Department for assistance with insurance coverage.

**52) Keys**

Secure keys are available for certain office spaces and meeting rooms. A key deposit is required per key. There will be a charge added to the invoice for each lost or unreturned keys signed out by an authorized representative or contractor of the Lessee.

**53) Lease**

San Antonio Convention Facilities has no commitment to Lessee whatsoever until an acceptable signed Lease Agreement is returned to the Booking Department by the Lessee. Without a definite Lease Agreement, reservations of days or space are merely for the convenience of the Lessee. No commitment for dates or space on behalf of Convention Facilities shall be final until Lessee signs a Lease Agreement.

**54) Licenses / Permits / Taxes**

The Lessee shall be responsible for acquiring and shall pay the costs of any and all licenses, permits, and taxes required by authorities having jurisdiction over Convention Facilities.

**55) Lighting**

Other than general lighting as covered in General Services, the Convention Facilities does not provide most special lighting requirements in exhibit halls and meeting

rooms. The Lessee, after approval from the Convention Facilities, shall contact an outside lighting contractor with related costs to paid by the Lessee. Operation of all lighting equipment must be by qualified personnel.

The Lila Cockrell Theatre and Municipal Auditorium are equipped with stage lighting.

For special lighting requests in the Lila Cockrell Theatre please contact the Technical Systems Supervisor at (210) 207-8564, or for Municipal Auditorium, call Stage Manager at (210) 207-7621, to make the necessary arrangements.

#### **56) *Lila Cockrell Theatre***

The Lila Cockrell Theatre is equipped with most of its own lighting and sound. The producers of any event in the Theatre must contact the Technical Systems Supervisor at (210) 207-8564 to arrange all aspects of stage, lighting, sound, and necessary labor.

Basic rental includes heating and cooling during show days only (unless at the request and expense of the Lessee), house and site lighting, general cleaning, and tables and chairs in lobby for display and novelty sales. Stage technician rates apply outside of regular City business hours, on holidays, and on weekends.

Only Aramark will provide concessions in the Theatre at the request of the Lessee. All show novelties and other items for sale will be handled through them as well. For other functions requiring continental breakfast, coffee service, or buffets, the RK Group will provide catering services. Food and beverages are not allowed into the House.

Ticket takers, ushers, and security personnel are not provided by the Convention Facilities. It is the responsibility of the Lessee to contract for these at the Lessee's expense. All public shows require the use of qualified ushers. Contact the Assistant Director of Operations at (210) 207-8507, regarding all box office and ticketing procedures.

#### **57) *Literature / Handouts / Leaflets***

Distribution of any printed materials must have prior approval by Convention Facilities or Municipal Auditorium management. A fee to clean up litter created by such distribution may be imposed. Any brochures, papers, or manuals left beyond the move-out will be recycled or thrown away by our personnel.

#### **58) *Live Animals***

When any display includes pens or enclosures containing live animals, a protective coating such as plastic or visquine must be used to protect floors, carpet, columns, and any Convention Facilities or Municipal Auditorium equipment. Curbing must be provided to retain animals within the pens. Any live animals must have prior approval from the Convention Facilities Director.

#### **59) *Loading Docks***

Convention Facilities exhibit hall loading docks are primarily for the use of exhibitors, decorators, and show contractors, during move-in and move-out. An off-duty San Antonio Police Officer is required to oversee traffic flow around the docks during move-in and move-out.

At the Municipal Auditorium, specific dock usage arrangements must be made with the Events Coordinator at (210) 207-8518, or with the Facility Manager at (210) 207-8515.

All vehicles left on docks without authorization will be summarily towed.

### **60) *Marquee***

The Convention Facilities' marquee is located on the corner of Alamo and Market Streets. The Municipal Auditorium does not have a marquee for event display.

Scheduled public events are displayed on the marquee during registration and show dates only. Move-in days are not included as display dates. The number and duration of such announcements will be subject to the availability of time and space based on the Convention Facilities' overall schedule of events and other commitments regarding use of the outdoor marquee.

### **61) *Meeting Room Service***

Services include house lighting, heat and air conditioning, tables and chairs, skirting on head tables, hollow squares, and registration tables, one wired microphone and lectern, daily clean up, trash removal, and water service. All oval table covers and any additional tables for food and beverage service should be serviced by the caterer. Check with the Events Coordinator for details.

Not included are table coverings, extra microphones and lecterns which may be rented at contracted equipment rates.

### **62) *Message Facilities***

Message routing for attendees of Lessee's staff is the responsibility of the Lessee. Convention Facilities' operator will give a phone number to callers if the Lessee provides one. It is not the responsibility of Convention Facilities or its staff to forward any message. The Lessee should notify all event attendees, exhibitors, and staff of this policy.

### **63) *Move-In / Move-Out***

Meetings: Every attempt to accommodate the Lessee will be extended. If time is required the day before or after the event, and the requested space is available, the rate will be half the daily rental rate, but does not include heating or air conditioning.

Exhibitions: Additional move-in/move-out days are charged at half the daily rental and do not include either heating or air conditioning. An off-duty police officer is required to oversee dock traffic. Arrangements must be made by the Lessee with the Off-Duty Unit.

Convention Facilities will not provide equipment such as forklifts or dollies during move-in/move-out.

### **64) *Municipal Auditorium***

Because this facility is not physically connected to the Convention Facilities, varying policies may apply. The Lessee should contact the Facility Manager at (210) 207-8511, or the Events Coordinator at (210) 207-8518, to ensure compliance of regulations.

There is a list of approved caterers that must be used at the Municipal Auditorium. All other arrangements must be approved in writing by the Director of Convention Facilities.

Spectrum, Inc., is the exclusive concessionaire of the Municipal Auditorium and will be used at all events utilizing concessions.

The sale of novelties and other items must be handled through River City Merchandising as per City of San Antonio contract. Contact Wally Harding at (210) 654-4447.

For Box Office and ticketing procedures, the Lessee must contact the Assistant Director of Operations at (210) 207-8507.

**65) Nails**

[See Staples/Tacks](#)

**66) Natural Gas**

Natural Gas is not available.

**67) Noise**

It is the Lessee's responsibility to control exhibitors' noise levels within their respective booths so as not to disturb or disrupt other exhibitors or create a nuisance.

Convention Facilities and Municipal Auditorium have the right to monitor all noise levels to prevent disruption or nuisance to other events.

**68) Novelties**

The Lessee may elect to sell event-related souvenirs, programs, novelties, or merchandise during an event. All such sales shall have prior approval of Convention Facilities Management. Sales shall be administered in accordance with Convention Facilities' policies regarding novelties.

At the Convention Facilities all merchandise will be handled through [Aramark](#). At Municipal Auditorium River City Merchandising will provide novelty sales services.

**69) Overtime Policies**

Rate information can be provided by our Booking Department or the Events Coordinator. Convention Facilities audio/visual technicians will cost an additional fee per hour outside of regular business hours (Monday through Friday, 7:00 A.M. to 6:00 P.M.). Should one or more of these technicians need to arrive early or stay late or provide services during weekends/city holidays, the overtime rate on the Lessee's contract will apply.

**70) Painting**

All painting is prohibited in any Convention Facilities and Municipal Auditorium space.

**71) Parking**

The Convention Facilities and Municipal Auditorium do not provide parking areas for event attendees or Lessee staff. Occasionally, a minimum number of parking passes may be issued, dependent upon availability and other scheduled events. The Lessee must contact the Events Coordinator to make special parking arrangements when necessary.

**72) Payment**

It is imperative that the Lessee's name on the Lease Agreement be used when making advance and/or final payments to Convention Facilities to ensure proper crediting. Rental balance is due in accordance with the Lease terms. Failure to comply with this Article of the Lease Agreement may result in cancellation of the event.

**73) Permits**

[See Licenses/Permits/Taxes.](#)

**74) Pets**

With the exception of seeing eye dogs and animals entered in contracted shows such as dog and cat shows, pets are not allowed in the Convention Facilities and Municipal Auditorium.

**75) Plants**

Plants are neither available nor provided through Convention Facilities. The Lessee may make arrangements at its own expense through an outside decorator or other contractor.

**76) Police Officers**

Certain functions of the Lessee's event may require one or more off-duty San Antonio Police Officers, to be contracted and paid for by the Lessee. Any function serving alcohol, one that is open to the public, traffic control, and move-in/move-out of exhibit halls must utilize at least one officer.

All overnight security in any area of the Convention Facilities or Municipal Auditorium must be provided by the Off-Duty Employment Unit. Contracted security guards may not perform overnight security duties.

It is the responsibility of the Lessee to contact the Off-Duty Employment Unit at (210) 207-7020, to make the necessary arrangements.

**77) Posters / Signage**

Posters are to be mounted on easels or individual holders.

All signage must be of a printed nature and meet the approval of the Convention Facilities and Municipal Auditorium. This policy also is applicable to the posting of signs in exhibit booths and exhibition halls. No signage may be affixed to walls, doors or glass, and only easels may be used. Any extra labor to remove signage or repair damage will result in additional fees to Lessee.

At move-out, all posted signage must be removed by the service contractor or Lessee. If any Lessee leaves materials in or on Convention Facilities property, the contractor or Lessee will be billed for labor to remove signage.

**78) Propane**

*See Fire Regulations Packet.*

**79) Raffles**

Raffles with the exchange of money require prior approval of Convention Facilities Management and, in some situations, such as fire arms or other weapons, approval from the State of Texas and the County of Bexar or City of San Antonio. [See Free Items](#) and [Give-Aways](#).

**80) Recycling**

Convention Facilities recycles cardboard, aluminum, pallets, and unserved food. Please contact the Events Coordinator for details.

**81) Refunds**

When a refund of charges or a portion thereof is estimated due, the City of San Antonio Finance Office, through Convention Facilities' Fiscal Office, will issue a check payable to the Lessee in 6-8 weeks of refund order.



**82) Registration**

Reasonable space will be made available for registration purposes as deemed appropriate by the Convention Facilities and the City Fire Marshal, if available, and in consideration of other Lessees renting other meeting or exhibit areas in the Convention Facilities during the same period.

**83) Rental Rates**

For room rental rates and to check availability, please contact the Booking & Services Division at 210-207-8500.

**84) Rice**

The use or throwing of rice, glitter, or confetti is prohibited inside any Convention Facilities space. Disregard of this policy will result in a clean-up fee to affected areas. [See Cascarones, Confetti, and Glitter.](#)

**85) Rigging**

When shows require the rigging of lighting, sound equipment, or signs, the Lessee shall follow Convention Facilities' rigging instructions which delineates specific locations for rigging points.

Refer all rigging questions for the Convention Facilities to the Technical Systems Supervisor at (210) 207-8564. The Stage Manager may be reached at (210) 207-5774 should the Technical Systems Supervisor be unavailable.

**86) Risers/Staging**

Facility risers do not exceed 48". If risers are needed to be larger or higher, then client will need to contract that operation with an outside vendor.

**87) Samples**

Permission to distribute or dispense, without charge, any samples of food, beverages, refreshments, sundries related to the trade show, etc., shall be arranged in advance and be clearly stated and identified as further Terms and Conditions to the Lease Agreement. Convention Facilities reserves the right to regulate the size and type of samples. All sampling requires the written consent of the Director of Convention Facilities.

**88) Security**

The Convention Facilities provides a 24-hour security patrol around the facility. These patrols do not constitute a guarantee to the Lessee's property or the property of exhibitors, attendees, or other parties. If valuable items need to be secured by either the Lessee or the exhibitor, additional security coverage should be contracted. All overnight security must be arranged through the San Antonio Off-Duty Employment Unit at (210) 207-7020. Public events, concerts, functions serving alcohol, and move-in and move-out areas also require the presence of at least one off-duty San Antonio police officer, the number to be determined by that office. This is in addition to any other security contracted by the Lessee.

The Lessee also may check with the Events Coordinator for possible secure-key checkout.

**89) Service Contractors**

The Events Coordinator or the Booking Department can recommend a list of service contractors that provide services beyond those available through the Convention

Facilities or Municipal Auditorium. These include audio/visual, booth furnishings, business equipment, and decorator services. Payment to all service contractors is the responsibility of the Lessee. [See Event Vendor Services Listings](#) on website.

**90) Signage**

[See Posters.](#)

**91) Skirting**

Convention Facilities will skirt 6' and 8' head and registration tables designated by the Lessee if those tables are provided by Convention Facilities. For exhibitor tables contact the show decorator; for banquet ovals contact the caterer. Due to limited number and colors, the Lessee should consult the Events Coordinator regarding availability and necessity.

**92) Sound**

The exhibit halls, meeting rooms, Lila Cockrell Theatre, and Municipal Auditorium are equipped with state-of-the-art sound systems. Outside audio/visual contractors and the Lessee may patch (*at current rates*) into and out of house systems under the supervision of a Convention Facilities sound technician for the duration of daily usage. In some cases, the prevailing overtime rate for these sound technicians will apply. If special sound is required, the Lessee should contact the Technical Systems Supervisor at (210) 207-8564, to make the appropriate arrangements, or for Municipal Auditorium, call the Stage Manager at (210) 207-7621.

**93) Spray Paint**

[See Painting.](#)

**94) Stage Hands**

When use of Convention Facilities' requires the use of stage hands, all stage requirements must be confirmed with the Technical Systems Supervisor at (210) 207-8564 prior to occupancy. All charges for services involving the stage hands are the responsibility of the Lessee.

**95) Staples / Tacks / Nails**

The driving of nails, tacks, staples, or screws into floors, walls, columns, ceilings, tables, chairs, or risers is expressly prohibited. Holes may not be drilled into any portion of the Convention Facilities.

**96) Stickers**

The use of stickers on any Convention Facilities surface is prohibited. A fee will be imposed on the Lessee to remove any such adhesive material from Convention Facilities property.

**97) Tape**

The use of double-faced tape on Convention Facilities floors, walls, or furniture is prohibited. The use of tape of any type on painted surface is prohibited. Only masking tape or decorator tape may be used on concrete (exhibit halls) floor surfaces.

Special tape is required for use on carpeted, tiled and parquet floor surfaces, and may be purchased on site. Contact your Events Services Coordinator for details.

It is ultimately the responsibility of the Lessee to ensure that their service contractors remove all tape from the floor surfaces during move-out of the event. Should tape be left over from an event, the Lessee will be billed for the labor required remove the tape.

The Lessee will be billed labor and materials for damages resulting from non-adherence to these tape requirements.

**98) Taxes**

[See Licenses/Permits/Taxes.](#)

**99) Telecommunications/Data**

The Convention Facilities or Municipal Auditorium does not provide telephone/data service for Lessee or exhibitors. Within the Convention Facilities and Municipal Auditorium, all phone/data service must be provided by [Smart City](#), the exclusive phone/data service contractor. This includes regular telephone lines, data and network connections. Contact Sylvia Herrera, Branch Manager, at (210) 207- 8900.

**100) Television Monitors**

Television hookup in the exhibit halls will require the use of electricity from one of our approved outside electrical contractors. Televisions may be obtained through the outside A/V contractor, as Convention Facilities does not provide televisions for any meeting, stage, or exhibit area. Cable service can be obtained through Time Warner Cable at (210) 244-0500.

**101) Theatre**

[See Lila Cockrell Theatre.](#)

**102) Ticketing**

The producers of any box office / ticketed event is required to use Ticket Master for all ticketing. To make all necessary ticketing / box office arrangements, the Lessee must contact the Department's Assistant Director for Operations at (210) 207-8507.

If specified by the Lessee's Lease Agreement, the San Antonio Convention Facilities Dept. may be entitled to a pre-arranged percentage of ticket sales to cap at a mutually agreed amount. Contact the Department's Assistant Director for Operations at (210) 207-8507, for box office and ticket policies.

**103) Track Vehicles**

Vehicles that operate on tracks are not allowed to operate on any floor of any building. Should a trade show require the exhibition of track vehicles, they must be carted on a wheeled trailer and unloaded onto floor tracks. The vehicle is to remain on these floor tracks until properly removed. Said vehicle must also comply with the policies established in the Fire Regulations packet.

**104) Trash Removal**

A disposal fee will be charged to the Lessee if there is a requirement for open-top container dumping during the event, including move-in and move-out, from excessive debris such as stage sets, et cetera. The current open-top container rate will apply.

Trash pick-up during meetings and trade shows will be performed as necessary during the event from Convention Facilities' receptacles only.

In the Convention Facilities and Municipal Auditorium any trash clean up which requires extra labor will incur an additional charge at the determination of the Events Coordinator.

**105) Truck Docks**

[See Loading Docks](#)

### **106) Unions**

Stagehands and many contractor personnel may be union members. The Lessee should check with each contractor about their labor. The use of Convention Facilities and Municipal Auditorium stage equipment must be by qualified personnel. As a right-to-work state, the use of union labor is not required by the Convention Facilities.

### **107) Ushers**

Qualified ushers should be used for all ticketed events, especially those in the Lila Cockrell Theatre. Municipal Auditorium requires the use of ushers for all public events: 24 ushers for first level only plus a supervisor, as well as 2 to 4 ticket takers plus one supervisor. The incurred fees are the responsibility of the Lessee.

### **108) Utility Services**

Telephone, A/V, and electrical needs are not supplied by Convention Facilities. It is the responsibility of the Lessee to secure these utilities for exhibitors and Lessee staff through approved contractors. All fees are the responsibility of the Lessee. [See Event Vendor Services Listings](#) on website

### **109) Water Service**

The Convention Facilities provides water dispensers in meeting room hallways. Water pitchers may be requested for head tables. If additional service or individual water bottles are needed, contact the RK Group at (210) 225-4535.